

DUTY MANAGER JOB DESCRIPTION THEATRE PECKHAM: INSPIRING CREATIVITY & AMBITION



Our Vision: to build a genuinely representative and inclusive society where *everyone* can participate in, lead, work in, and enjoy creativity and culture.

Background information: Theatre Peckham is an award-winning cultural venue for artistic excellence and social change. Through the power of theatre, we illuminate young voices, provide skills and opportunities, and platform excellent creatives who are locally focused with a national and international vision. At our South London home, we commit to producing new writing and performance focusing on young, culturally diverse talent.

We are a two-time OFFIE Award Winning Theatre including 2022 Special Recognition Award for our exceptional work; platforming cutting edge productions that push the boundaries of form, use exciting ways to retell existing or imagine new stories, and engage with hyper-local audiences. We host a range of projects in collaboration with partners (including Trinity Laban, CTC Dance Company, Young and Talented, Mountview) to platform high quality productions, developing artists, and engage new audiences.

Theatre Peckham is regarded as a key player in the local arts and education landscape, we deliver local and national priorities with our key strength of quality engagement with young people, enabling them to find their voice in the world and in the arts industry.

Embedded across all the work that we do is our commitment to building a healthy, representative, and equitable sector.

This is a pivotal time to join Theatre Peckham's young, dynamic team who work in a non-hierarchical, collaborative way and are an important driving force of change within the industry.

JOB DESCRIPTION: DUTY MANAGER

Reports to:	Venue Manager
Key working relationship:	Creative Producer, Head of Production, Partnership Officer, Welcome Officer
Salary:	£23,500 pro rata
Hours:	20 hours per week (excluding unpaid breaks)
Holiday Entitlement:	20 days plus public holidays pro rata

PURPOSE OF THE ROLE

The Duty Manager will motivate and lead the Welcome team to deliver a welcoming and secure space. While on shift, the Duty Manager has overall responsibility for ensuring the health and safety of staff and visitors to the venue. They also ensure the smooth running of the whole operation and accurate completion of daily reporting.

KEY RESPONSIBILITIES

Duty Management

- Deliver an excellent customer experience for all visitors to Theatre Peckham
- Work with colleagues across departments to deliver events to the required standard
- Actively ensure all Theatre Peckham spaces are presented to a high standard
- Setup and reset spaces to a consistent standard
- Cash up daily takings and investigate any discrepancies
- Complete an End of Day report detailing information about the day's activity and income
- Ensure Welcome Team are deployed effectively across the building, café and box office areas so that staffing is adequate for the levels of activity in each area
- Provide a clear briefing to the Welcome Team and security personnel on relevant activities and daily operational requirements

- To work with the Welcome Office to hand over box office for each show
- Ensure a full range of products is offered at the Cafe and that these are attractively displayed, notifying the Venue Manager of any shortages
- Be knowledgeable about and promote Theatre Peckham's programmes
- Collect audience feedback and monitoring data as required to aid performance analysis, marketing activities and Arts Council England reporting. Encourage visitor feedback by directing customers to the available feedback channels

Health and Safety

- Be responsible for accurately conducting emergency and evacuation procedures when on duty.
- Be continually vigilant and uphold Theatre Peckham's health, safety and security procedures to ensure the safety of cash, stock, assets, visitors and staff at all times.
- Take action to rectify or mitigate any health and safety concerns.
- Ensure compliance with the venue's Premises Licence
- Ensure that activities operate within their agreed risk assessment
- Ensure that all Duty Manager daily tasks are completed accurately and sign off the task list.
- Ensure consistent and accurate reporting of incidents, accidents and maintenance issues
- Follow opening and closing checklists to open and lock up securely.

Other duties

- Attend team meetings as required.
- Undertake any other duties commensurate with the status of the role and in keeping with its overall purpose.

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive.



Terms:

Work address: Theatre Peckham, 221 Havil Street, London SE5 7SB

Normal working hours are between 9am – 10pm Monday and Sunday on a rota basis.

There is a probationary period of three months.

The annual paid holiday entitlement is 20 days plus public holidays pro-rata. There is a probationary period of three months.

The successful candidate will be expected to apply for an enhanced DBS check or hold a valid DBS certificate granted in the past 18 months. Have or update their certification in First Aid, Fire Marshal, and obtain a Personal Licence.

Theatre Peckham is a family-friendly employer and can consider flexible working hours to suit the successful candidate.

We are an equal opportunities employer and we welcome applications from all suitably qualified persons regardless of their sex; religious or similar philosophical belief; political opinion; race; age; sexual orientation; or, whether they are married or are in a civil partnership; or, whether they have health conditions or impairments; or whether they have undergone, are undergoing or intend to undergo gender reassignment.

Theatre Peckham is particularly interested in receiving applicants from the global majority.

How to Apply:

If you would like to apply for the post, please download the application form and the equality monitoring form from our website and send via email.

Please address the letter to my Hubbard, Company Administrator: admin@theatrepeckham.co.uk

Closing date: 5pm, Friday 8th July

Interviews: Tuesday 12th July

Please note that only applications submitted on Theatre Peckham's Application Form will be considered.

We do not accept CVs.



Theatre Peckham welcomes and encourages applications from everyone regardless of their age, gender identity, ethnicity, religion or belief, sexual orientation, disability or nationality.

We look forward to receiving your application.

GUIDANCE NOTES FOR APPLICANTS

These notes are intended to help you to participate in the selection process as effectively as possible by providing us with all the information needed to demonstrate how you meet the requirements of the job. Please read these notes carefully before completing your application form. If you have any difficulty in completing the form please contact Marissa McKinnon on admin@theatrepeckham.co.uk / 0207 708 5401

APPLICATION PACK

There are 3 documents that you need (1) Job description (2) Application Form (3) Equal opportunities monitoring form. They are all available to download on the Theatre Peckham website. If you cannot obtain copies please contact us for support. The purpose and key tasks and responsibilities of the position are set out in the job description. It is important to read all the information carefully before completing the application form.

COMPLETING THE APPLICATION FORM

General Points

- Please do not attach your CV or copies of education certificates to your application form. Applications in the form of CVs will not be considered.
- Type or write clearly in black ink and do not use staples, to allow for photocopying.
- Please return via e-mail.

Working through the form

- Ensure that you clearly state the full job title on your application form.
- If you are applying for a job share please state this on the application form. Each individual will need to complete a separate application form.
- Think about what evidence you can provide to demonstrate you have the necessary knowledge, experience, skills and attributes to do the job. You may also want to include voluntary/unpaid work experience, or experience gained in a role of responsibility in one of your leisure pursuits if this is relevant to the requirements of the job.
- The section marked 'Supporting Statement' is particularly important. This is where you make your case for why you wish to apply for the job and what makes you a suitable applicant. In this section it is important that you provide us with evidence to demonstrate that you possess the knowledge, experience, skills and attributes required for the job. You will need to provide specific examples of what you have done and how you believe this demonstrates you meet each requirement.
- It is important to remember that those involved in the selection process cannot guess or make assumptions about you. Make sure you tell us everything relevant to your application and that you complete all the sections on the form.

- Do not forget to proof-read your form and check for any errors before returning it to us. Before sending in your form, it is advisable to take a copy for your own reference.

Please return your form to Theatre Peckham and ensure that it reaches us before the closing date. Late applications will not be considered. If you are having problems returning your form, please get in touch.

SHORTLISTING

Shortlisting will take place as soon as possible after the closing date and is always carried out by at least two people.

We aim to let everyone know within two weeks of the closing deadline whether they have been shortlisted for an interview. Due to the high volume of applications expected we are unable to give individual feedback at this stage.

If you are shortlisted, we will normally contact you by email to invite you to interview. This may include carrying out a selection exercise to test your ability to carry out specific requirements of the job. In some instances it may be necessary to hold the selection process in two stages and applicants may be called back for a second interview. You will be given full details about the arrangements if it is decided that a second round of interviews is necessary.

All offers of employment at Theatre Peckham are made subject to receipt of satisfactory references. Additionally under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK. All successful applicants will, therefore, be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to taking up employment.

DATA PROTECTION ACT, 1998

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. We are the data controller for your personal data and will ensure it is used and stored in accordance with the Data Protection Act (1998), the Privacy and Electronic Communication Regulations (2003) and as of the 25th of May 2018, the EU General Data Protection Regulation (EU 2016/679). If you are the successful candidate, your application form will be retained and form the basis of your personnel record. Information provided by you on the equal opportunities monitoring form will be used to monitor Theatre Peckham's equal opportunities practices. By submitting your completed application form you are giving your consent to your data being stored and processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

Good luck with your application.